

FIG. 1
SYSTEM DIAGRAM

09-26-70 07:56:33

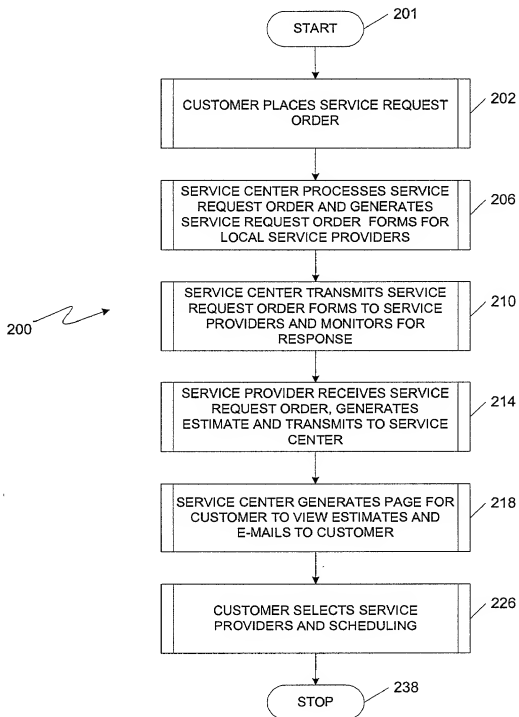


FIG. 2
VEHICLE SERVICE ORDER AND
SCHEDULING PROCESS

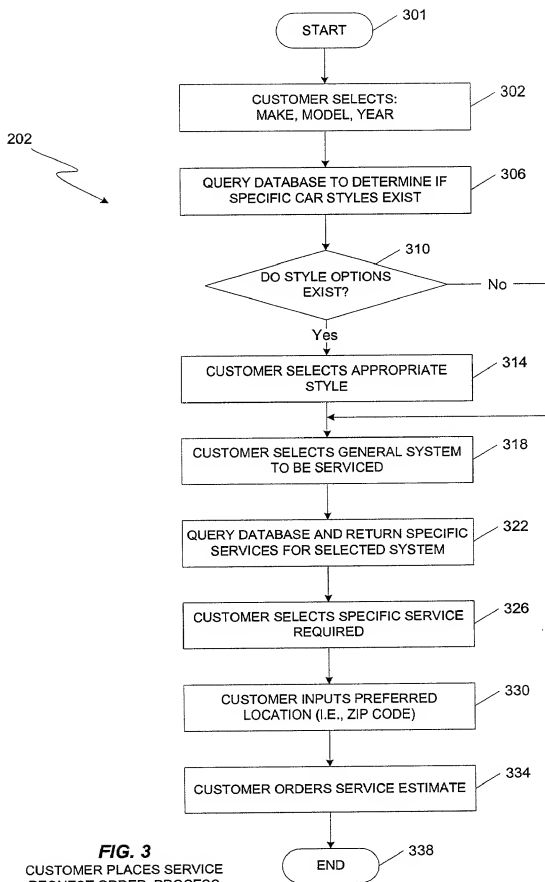


FIG. 3
CUSTOMER PLACES SERVICE
REQUEST ORDER: PROCESS

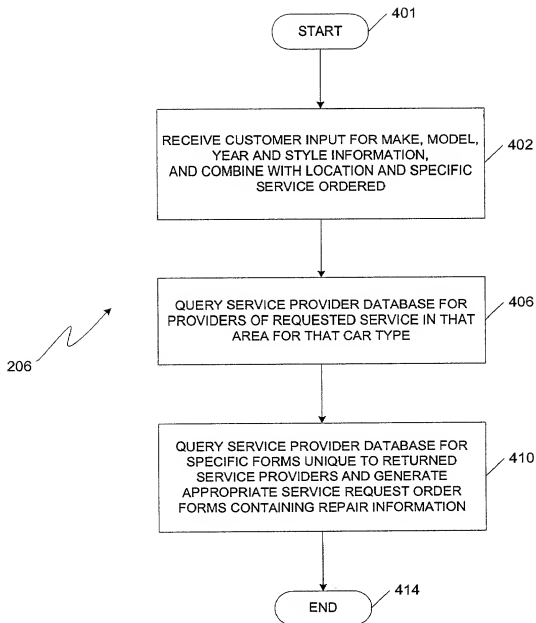


FIG. 4
PROCESS SERVICE REQUEST ORDER
AND GENERATE SERVICE REQUEST
ORDER FORMS FOR LOCAL SERVICE
PROVIDERS

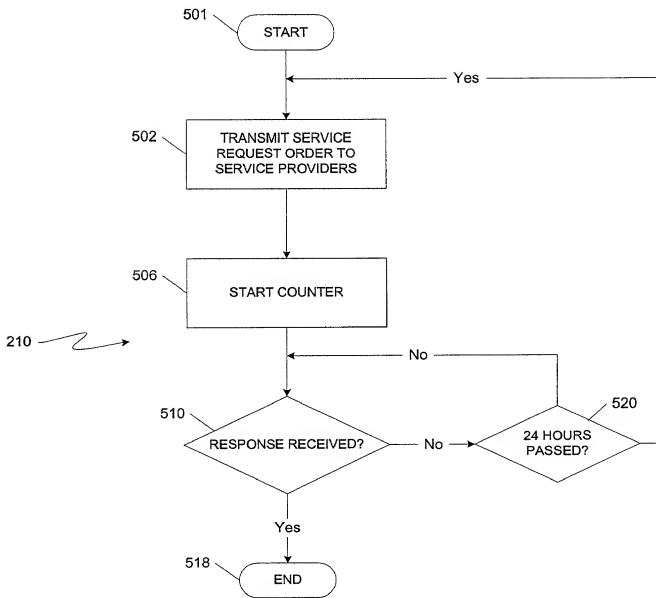


FIG. 5
TRANSMIT SERVICE REQUEST ORDER
FORMS TO SERVICE PROVIDERS
AND MONITOR FOR RESPONSE

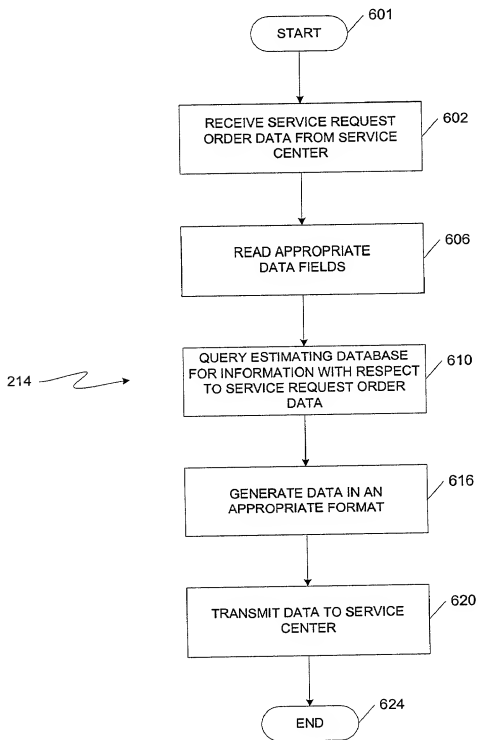
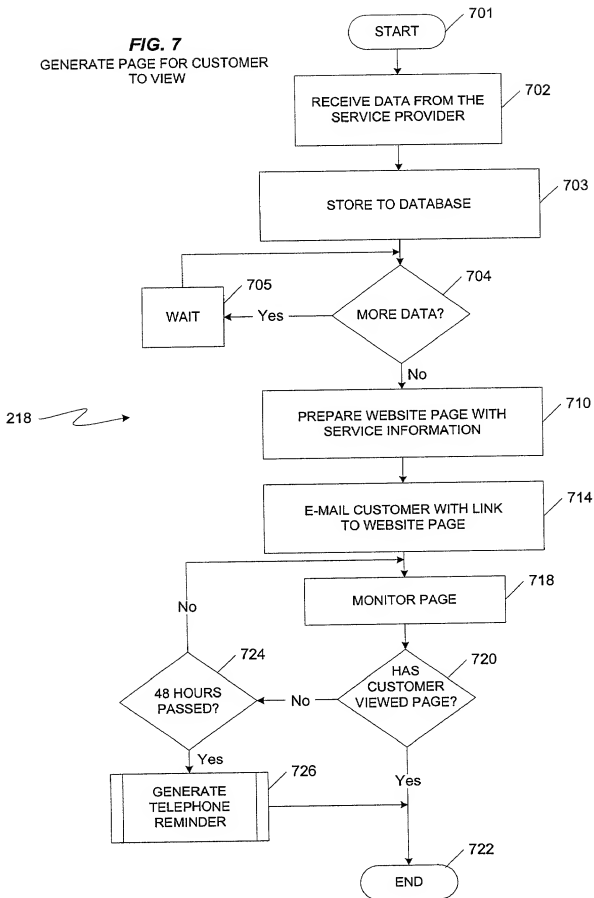


FIG. 6
SERVICE PROVIDER RECEIVES
SERVICE REQUEST ORDER,
GENERATES ESTIMATE AND
TRANSMITS ESTIMATE TO SERVICE
CENTER

FIG. 7
GENERATE PAGE FOR CUSTOMER
TO VIEW



09736670.073601

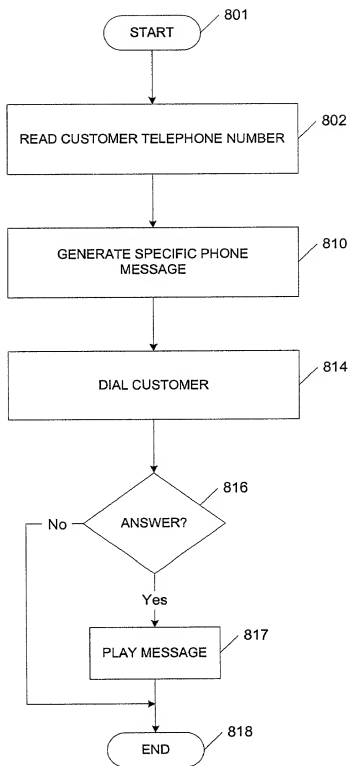


FIG. 8
GENERATE TELEPHONE
REMINDER FOR CUSTOMER

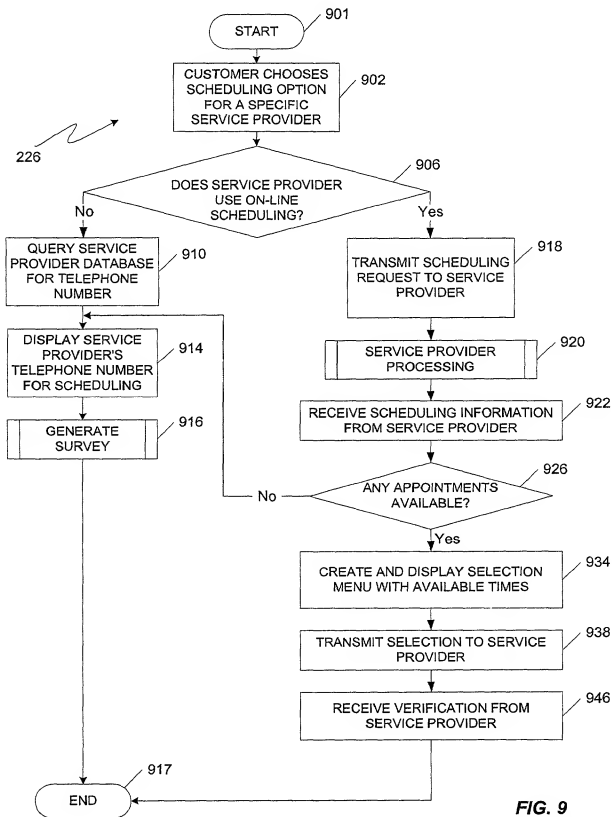


FIG. 9
SCHEDULE SERVICE

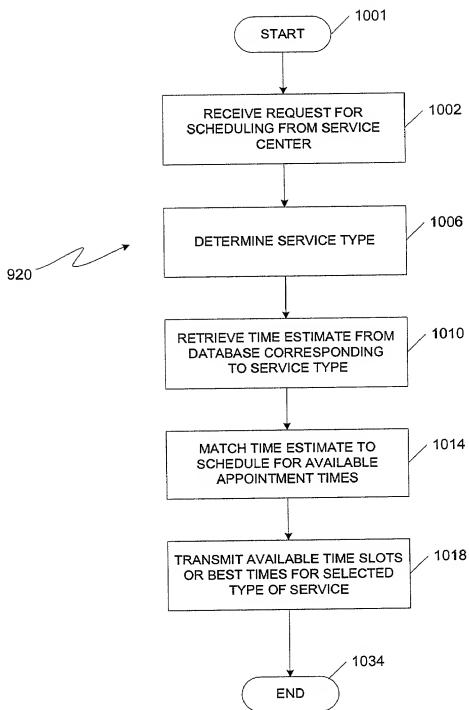


FIG. 10
SERVICE PROVIDER SCHEDULING

09/25/00 07:15:01

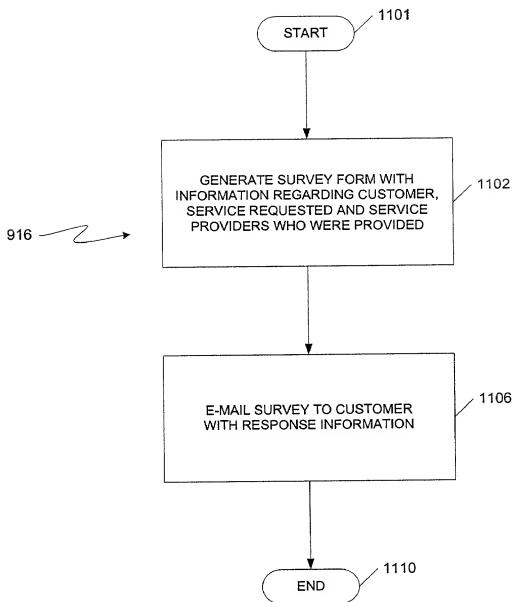


FIG. 11
GENERATE AND TRANSMIT CUSTOMER
SATISFACTION SURVEY